BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

run on 09/24/2026

surveys

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run on 09/24/2026

Custom Survey

1 survey(s) 91 response(s)

Report Filters

School:
N/A

Ethnicity:
N/A

Experience:
N/A

Gender:
N/A

Role:
N/A

Tag:
N/A

Custom Survey

1 survey(s) 91 response(s)

BCPS SCHOOL STAFF CUSTOMER SURVEY 2026

Demographics

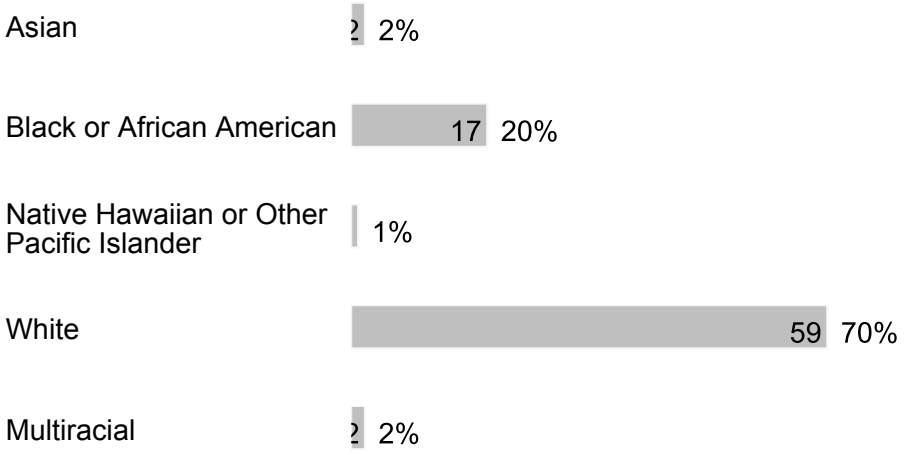
Number of Responses | Percentages of Total Responses

1. Gender



88 respondents

2. Ethnicity



Other	3	4%

84 respondents

3. Ethnicity

Hispanic	17	21%
Not Hispanic or Latino	58	71%
Prefer not to answer	7	9%

82 respondents

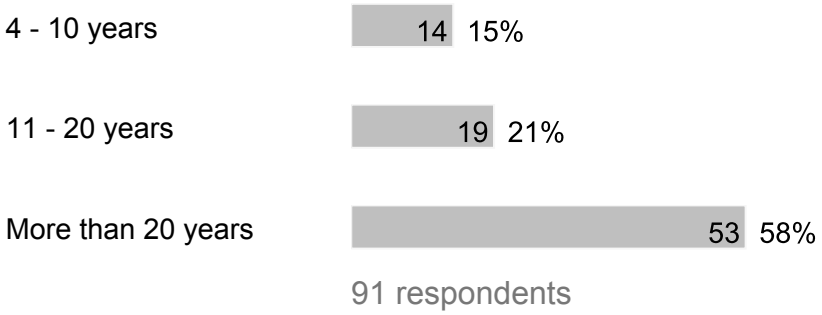
4. Role

School Administrator	1	1%
Support Staff	5	5%
Teacher	71	78%
Educational Support Professional	1	1%
Clerical	9	10%
Other	4	4%

91 respondents

5. Experience

1 - 3 years	5	5%


4 - 10 years
14
15%
11 - 20 years
19
21%
More than 20 years
53
58%
91 respondents

C. Section 2

1. I feel safe at my school.

Strongly Agree	36	40%
Agree	40	44%
Neutral	11	12%
Disagree	3	3%
Strongly Disagree		1%

91 respondents

2. I would recommend my school to my friends and/or family.

Strongly Agree	45	49%
Agree	29	32%
Neutral	11	12%
Disagree	4	4%
Strongly Disagree	2	2%

91 respondents

3. The next 4 questions ask about bullying. Bullying is when 1 or more students tease, threaten, spread rumors about, hit, shove, or hurt another student over and over again. It is not bullying when 2 students of about the same strength or power argue, fight or tease each other in a friendly way. Have students bullied or cyberbullied one another at school this year?

Strongly Agree	6	7%

Agree	24	26%
Neutral	45	49%
Disagree	10	11%
Strongly Disagree	6	7%

91 respondents

4. Has a student reported an incident of bullying or cyberbullying to you this year?

Yes	15	16%
No	76	84%

91 respondents

5. After an incident of bullying or cyberbullying was reported to me, I did the following (check all that apply):

Reported the incident to administration	15	16%
Addressed the incident myself	3	3%
Confronted the alleged bully(ies) directly	2	2%
Contacted the parents/guardians of the alleged bully(ies)	3	3%
Does not apply to me	74	81%

91 respondents

6. After addressing the bullying or cyberbullying reported to me, the bullying:

Stopped	13 14%
Don't know	3 3%
Does not apply to me	75 82%

91 respondents

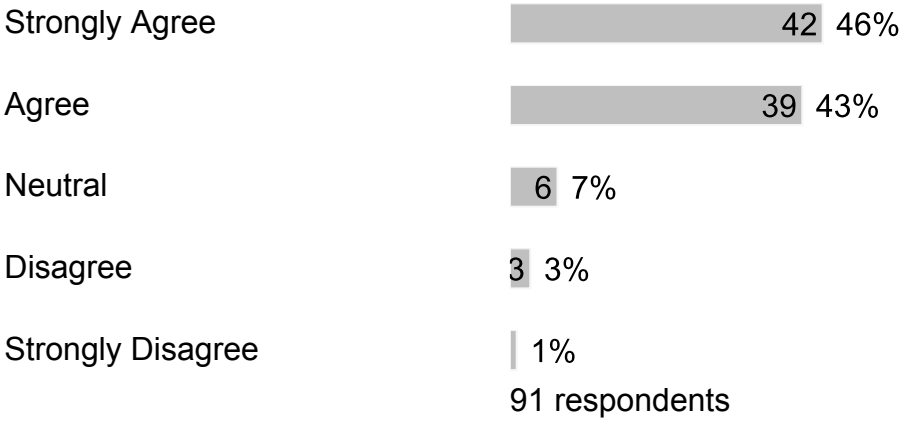
7. In my school, rules are applied equally to students.

Strongly Agree	23 25%
Agree	50 55%
Neutral	6 7%
Disagree	7 8%
Strongly Disagree	5 5%

91 respondents

D. Section 3

1. My school provides technology and internet access to help me do my job efficiently and effectively.



91 respondents

E. Section 4

1. Our school provides teachers with sufficient instructional material and informational resources to meet students' needs.

Strongly Agree	42	46%
Agree	31	34%
Neutral	9	10%
Disagree	9	10%

91 respondents

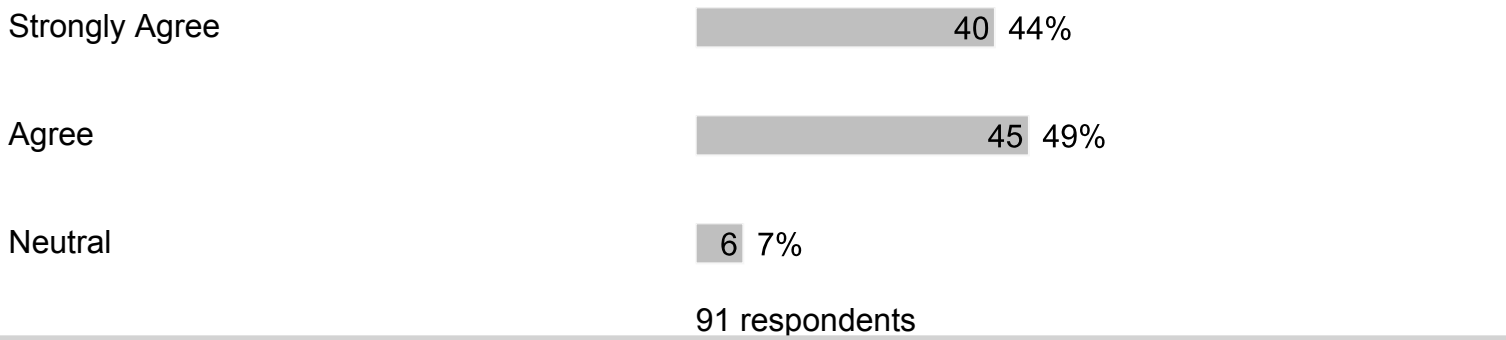
2. Teachers in our school use a variety of technology as instructional resources.

Strongly Agree	39	43%
Agree	39	43%
Neutral	11	12%
Disagree	2	2%

91 respondents

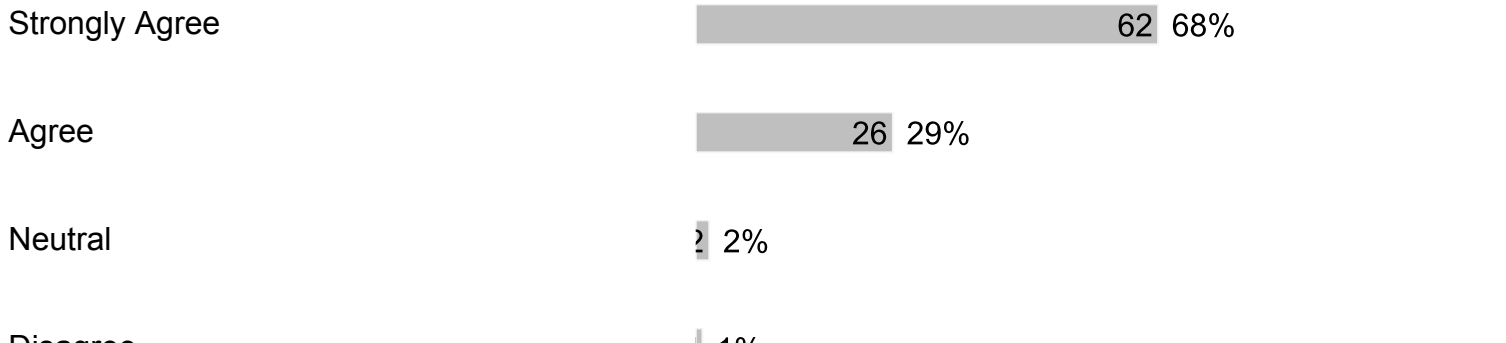
F. Section 5

1. If students have a problem, they know a trusted adult at school they can talk to that makes them feel emotionally safe and supported.



91 respondents

2. If students have a problem, they can come to me for help.



91 respondents

3. If I have a professional or personal problem, I know someone at work who I can talk to for help.



Neutral	10	11%
Disagree	3	3%
Strongly Disagree	1	1%

91 respondents

4. In my school, adults treat students with respect.

Strongly Agree	20	22%
Agree	50	55%
Neutral	12	13%
Disagree	9	10%

91 respondents

5. In my school, students treat adults with respect.

Strongly Agree	12	13%
Agree	35	38%
Neutral	21	23%
Disagree	20	22%

Strongly Disagree	3	3%

91 respondents

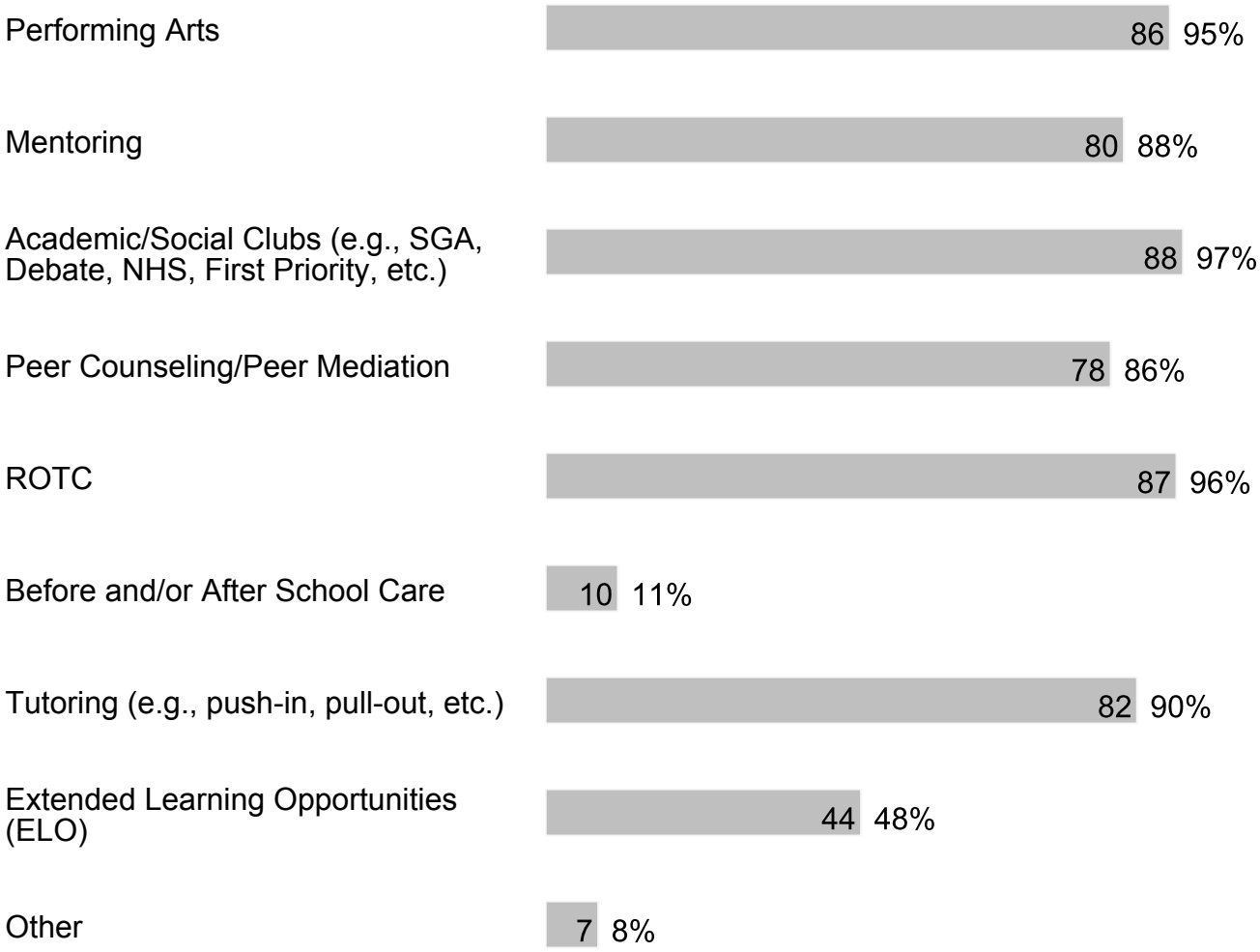
6. In my school, colleagues/adults treat each other with respect.

Strongly Agree	20	22%
Agree	49	54%
Neutral	12	13%
Disagree	9	10%
Strongly Disagree	1	1%

91 respondents

7. At my school the following programs/services are available (check all that apply):

School Counseling	89	98%
College and/or Career Planning	88	97%
Family Counseling	77	85%
Athletics	89	98%
Pro-Social Clubs (e.g., Choose Peace, SAVE Promise)	73	80%



91 respondents

8. Our school implements changes based on the feedback from staff.



Disagree	3 3%

91 respondents

9. Our school maintains facilities that support student learning.

Strongly Agree	28 31%
Agree	51 56%
Neutral	11 12%
Disagree	1%

91 respondents

10. I enjoy eating food prepared by the cafeteria.

Strongly Agree	7 8%
Agree	8 9%
Neutral	53 58%
Disagree	13 14%
Strongly Disagree	10 11%

91 respondents

11. Families regularly participate in school involvement activities offered by our school.

Strongly Agree	15	16%
Agree	27	30%
Neutral	33	36%
Disagree	12	13%
Strongly Disagree	4	4%

91 respondents

12. Our school has a family resource center and/or a staff member assigned to work with families.

Strongly Agree	25	27%
Agree	37	41%
Neutral	28	31%
Disagree		1%

91 respondents

13. Our school asks families for their ideas on the best way to communicate school-related information.

Strongly Agree	22	24%
Agree	43	47%

Neutral	24	26%
Disagree	2	2%

91 respondents

G. Section 6

1. Our school has a culture of high expectations.

Strongly Agree	26	29%
Agree	37	41%
Neutral	19	21%
Disagree	6	7%
Strongly Disagree	3	3%

91 respondents

2. Our school has a continuous improvement process.

Strongly Agree	36	40%
Agree	44	48%
Neutral	9	10%
Disagree	2	2%

91 respondents

3. Our school's leaders expect staff members to hold all students to high academic standards.

Strongly Agree	36	40%
Agree	39	43%
Neutral	12	13%
Disagree	1	1%

Strongly Disagree	3 3%

91 respondents

4. Our school's leaders hold themselves accountable for student learning.

Strongly Agree	35 38%
Agree	40 44%
Neutral	12 13%
Disagree	3 3%
Strongly Disagree	1%

91 respondents

5. Our school's leaders hold all staff members accountable for student learning.

Strongly Agree	31 34%
Agree	35 39%
Neutral	17 19%
Disagree	6 7%
Strongly Disagree	1%

90 respondents

6. I receive feedback from my supervisor regarding my professional performance.

Strongly Agree	41 46%
Agree	44 49%
Neutral	3 3%

Disagree	1%

89 respondents

7. Our school's leaders regularly evaluate staff members on criteria designed to improve teaching and learning.

Strongly Agree	37 41%
Agree	44 48%
Neutral	7 8%
Disagree	3 3%

91 respondents

8. In our school, staff members use multiple types of assessments and data to modify instruction and address the unique learning needs of all students.

Strongly Agree	32 36%
Agree	50 56%
Neutral	5 6%
Disagree	2 2%
Strongly Disagree	1%

90 respondents

9. Our school uses the results of student assessments to improve teaching and learning.

Strongly Agree	31 35%
Agree	47 53%
Neutral	9 10%

Disagree	1%

88 respondents

10. Our school's leaders use data to monitor student progress, student achievement and our school improvement goals.

Strongly Agree	36 40%
Agree	46 51%
Neutral	7 8%
Disagree	1%

90 respondents

11. In our school, a formal process is in place to support new staff members in their professional practice.

Strongly Agree	27 30%
Agree	47 52%
Neutral	14 16%
Disagree	1%
Strongly Disagree	1%

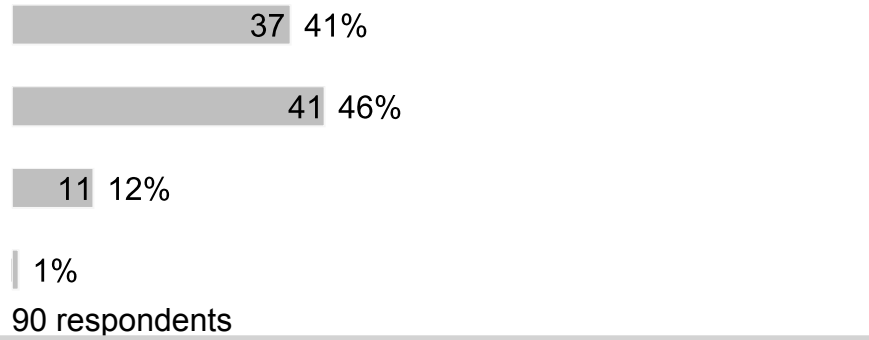
90 respondents

12. My lessons provide opportunities for students to be actively engaged in their learning.

Strongly Agree	44 48%
Agree	38 42%
Neutral	9 10%

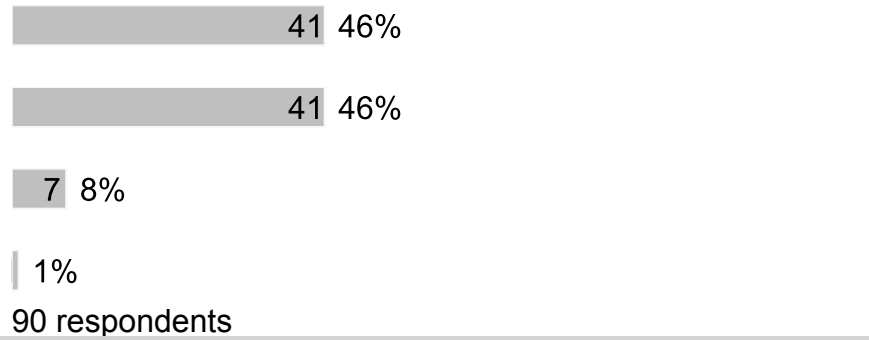
91 respondents

13. I structure lessons, tasks and activities that require students' use of digital tools for learning.



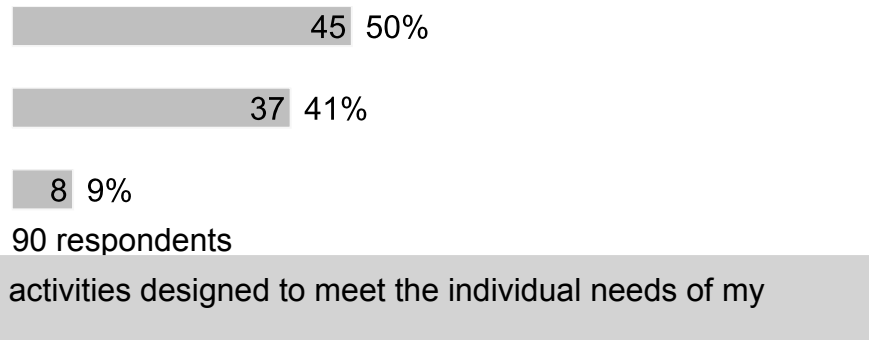
90 respondents

14. I use student achievement data to modify and adjust materials and lessons for my students.



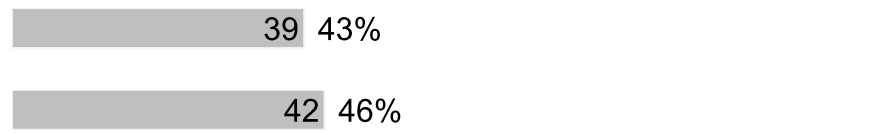
90 respondents

15. I use formative assessments to monitor student progress.



90 respondents

16. I participate in targeted professional learning activities designed to meet the individual needs of my students.



Neutral	9	10%
Disagree		1%

91 respondents

17. Teachers participate in collaborative learning communities across grade levels and/or content areas.

Strongly Agree	37	41%
Agree	43	47%
Neutral	10	11%
Disagree		1%

91 respondents

18. The school ensures I receive formal training in the use of student assessment data.

Strongly Agree	30	33%
Agree	43	47%
Neutral	18	20%

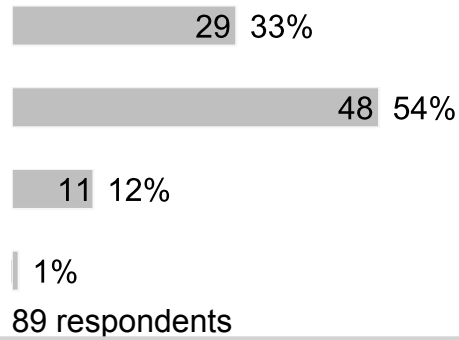
91 respondents

19. In our school, staff members provide peer coaching to teachers.

Strongly Agree	25	27%
Agree	42	46%
Neutral	23	25%
Disagree		1%

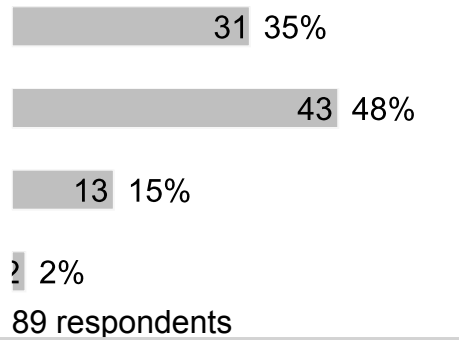
91 respondents

20. In our school, staff members participate in continuous professional learning based on identified needs of the school.



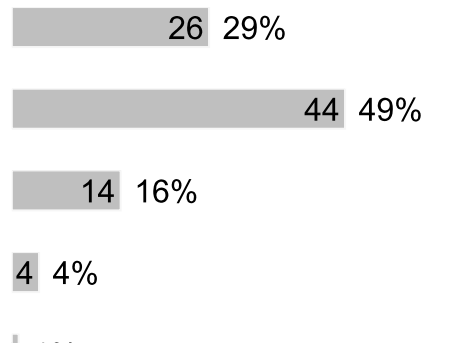
89 respondents

21. I am provided with professional development opportunities that are relevant to my role.



89 respondents

22. Our school shares responsibility for student learning with its staff, parents and community members.



89 respondents

23. I feel confident in my classroom management strategies.

Strongly Agree	41	46%
Agree	39	44%
Neutral	9	10%

89 respondents

24. Our school ensures the effective use of funds available through the budget, grants, awards, etc.

Strongly Agree	31	35%
Agree	30	34%
Neutral	24	27%
Disagree	4	4%

89 respondents

25. Teachers keep parents informed regularly about their child's progress and how they are being graded.

Strongly Agree	24	26%
Agree	49	54%
Neutral	12	13%
Disagree	6	7%

91 respondents

26. Most teachers report student progress in easy to understand language to families.

Strongly Agree	25	27%
Agree	45	49%
Neutral	20	22%

Disagree	1	1%

91 respondents

27. I provide students with timely feedback about their learning.

Strongly Agree	40	44%
Agree	40	44%
Neutral	8	9%
Disagree	2	2%

90 respondents

28. I schedule conferences to share student learning progress with families.

1 time per year	11	12%
2 times per year	8	9%
3 or more times per year	13	14%
Does not apply	59	65%

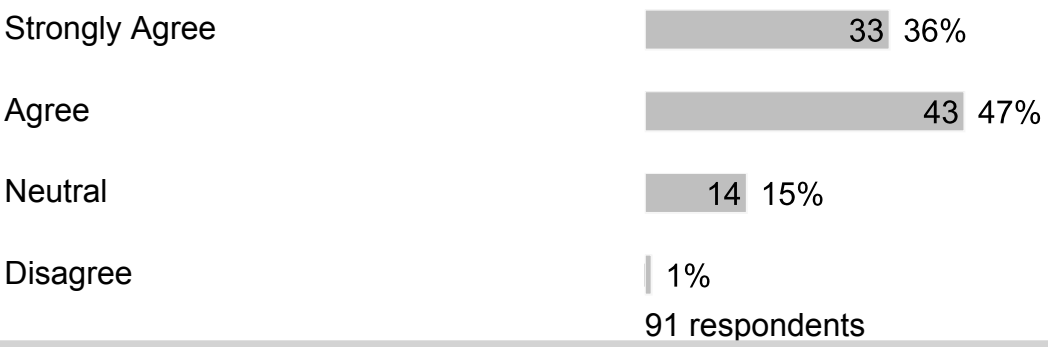
91 respondents

29. Our school provides opportunities for stakeholders to be involved through the School Advisory Council (SAC) and/or the School Advisory Forum (SAF).

Strongly Agree	41	45%
Agree	35	38%
Neutral	15	16%

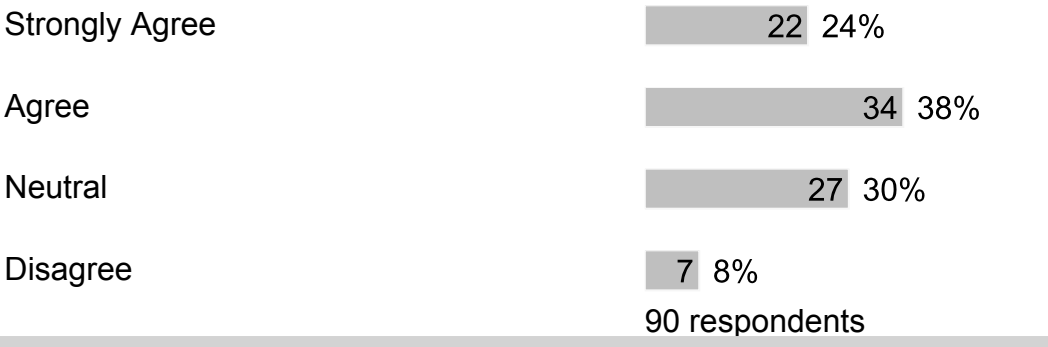
91 respondents

30. Our school's leaders ensure staff members use supervisory feedback to improve student learning.



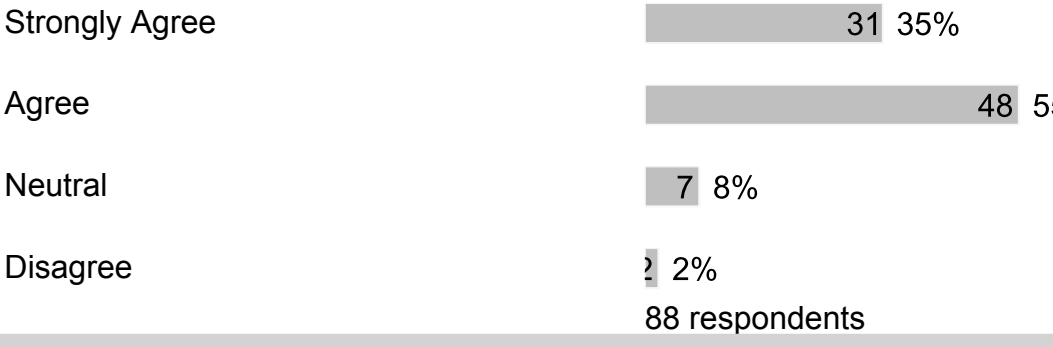
91 respondents

31. I regularly post information online or send home a newsletter.



90 respondents

32. Our school communicates well about its goals and activities.



88 respondents

33. Our school communicates information in ways that are easy for families to understand.



Agree	51	57%
Neutral	8	9%

90 respondents

34. I am accessible via (check all that apply):

Emails	88	97%
Texts	30	33%
Phone calls	63	69%
Personal visits	51	56%

91 respondents

35. Our school focuses on Customer Service (greeting with a smile and responding to questions and concerns within one business day).

Strongly Agree	34	37%
Agree	44	48%
Neutral	12	13%
Disagree		1%

91 respondents

H. Section 7

1. What else would you like to tell us?

Free form text answers are available in the exported CSV report